



Treasury Information Processing Support Services (TIPSS-2)

Mapping COTR Duties to CJE's

Forum for Managers of COTRs

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Forward

This slide is being added to the presentation given at the Forum for Managers of COTRs for those who were not able to attend the forum.

At our February COTR Forum, many COTRs said that they wanted us to convey to their managers the importance and breadth of their duties as COTRs. Many felt that their COTR duties were not being fully taken into consideration in their performance evaluations, and since these duties take up a significant amount of time, they wanted us to meet with their Managers to let them know what it is they have been delegated authority and responsibility to do by the Contracting Officer.

The following slides show how I personally discuss COTR duties with my employees when I go over my expectations for their performance at the beginning of their rating cycle. I also use this opportunity to discuss training and developmental assignments needed. I shared these ideas with other managers at the Forum to help them begin a dialog with their COTRs.

--Alison Crichton. 7/31/2002



Critical Job Elements

- Employee Satisfaction
 - Employee Contribution
- Customer Satisfaction
 - Knowledge
 - Application
- Business Results
 - Quality
 - Efficiency

Address timing, expected performance levels, and measurement methods for each CJE with your employee.



Employee Contribution

- Coordinates with program office on actions related to funding and changes in scope of work
- Coordinates with Lead COTR and CO on non-technical Task Order issues
- Keeps management informed of Task Order progress and issues
- Trains a backup

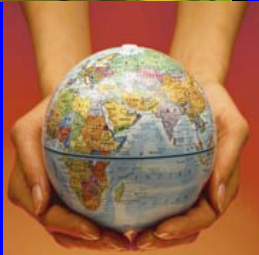
supportive, proficient, informative



Knowledge

- Communicates technical information to the Contractor
- Recognizes issues and takes corrective actions
- Coordinates with the CO on contractually significant communication with the Contractor
- Reports improper Contractor conduct to the CO
- Advises the Lead COTR and CO on technical issues
- Maintains COTR and Technical skills

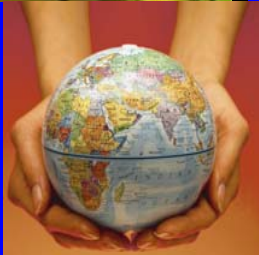
analytical, astute, skilled, perceptive, decisive



Application

- Develops task order specifications
- Communicates verbally and in writing
- Provides customer service to end-users of contractor services

clear, comprehensive, responsive, collaborative



Quality

- Monitors and reports on Contractor performance: Cost, Schedule, Quality, Business Relations, Sub-contractor management
- Inspects and accepts or rejects Contractor deliverables
- Follows security regulations and ensures Contractor employees have the appropriate clearances

accurate, logical, compliant, attentive, thorough



Efficiency

- Ensures changes to services are authorized via a written task order modification
- Maintains paper and electronic COTR files
- Provides Government Furnished Property (GFP) in accordance with the SOW
- Reviews and recommends vouchers for approval
- Anticipates the need for negotiated options and changes to funding
- Responds to requests from the CO and Lead COTR

effective, efficient, prompt, organized



Contact Information

- CJE Information
 - <http://shr.web.irs.gov/cje>
 - E-mail: cje.hotline@irs.gov
- General COTR Information:
 - <http://acprocurement.irs.gov/tai/infofortreascotrs.htm>
 - TAI: (202) 283-1674

